

kynect ADVISORY BOARD

Education/Outreach Subcommittee

Meeting Minutes

December 3, 2015

Call to Order and Roll Call

The twenty-seventh meeting of the Education and Outreach Subcommittee was held on Thursday, December 3, 2015, at 1:30 p.m. in Conference Room D at the Kentucky Office of Health Benefit and Health Information Exchange. David Allgood, Chair, called the meeting to order at 1:30 p.m., and the Secretary called the roll.

Subcommittee Members Present: David Allgood, Chair; Malea Hoepf Young; Rich Seckel; Kathy Wheeler; Jackie Engle; and Steve Linn

Staff Present: Carrie Banahan, Nicole Comeaux, Amy Miracle, Brenda Parker, Brenda Starcher, Carlo Kellem, Chandra Venettozzi, Jasmine Hall, Vanessa Petrey and Kasey Redmon.

Approval of Minutes

A motion was made to accept the minutes of the October 20, 2015, seconded and approved.

KOHBIE Update

Carrie Banahan, Executive Director of the Kentucky Office of Health Benefit and Information Exchange (KOHBIE), provided an update on the Kentucky Health Cooperative (KYHC). As of December 3, 2015, 30% or 29,000 of the Co-op members have actively renewed. KOHBIE has sent out post cards to all Co-op members reminding them that they need to actively renew and select a plan. All Co-op members will have a December 31st deadline for a January 1st effective date because of the loss of Minimal Essential Benefits.

Ms. Banahan could not provide any additional information on the future of kynect but stated that she remained hopeful.

Reentry Update

Anne Peak, from the Healthy Reentry Coalition spoke on the video. Ms. Peak provided background information on how the project got started and the need to educate this population of the coverage options. The project included creating three different versions for rural, state and federal facilities with closed captioning in Spanish or English for use within correctional and other settings where justice involved people, and/or their families, may frequent. The video was played for meeting attendees to view. Ms. Peak is working on collecting data to provide Kentucky legislators and the general public about the impact the Healthy Reentry Coalition work has had on this population.

Mobile App Update

Nicole Comeaux, Deputy Director, informed the subcommittee that the individual mobile and tablet app is set to go live this week. The office will send out additional communications next week about the launch. The SHOP app is scheduled for Phase 2 and should be available at the end of December. Ben Vedda, Deloitte Digital, provided a live demonstration of the prescreening tool for the new application and informed the members that the SHOP app will be available for both agents and employers with a similar flow as the individual app.

Agent/kynector Updates

Kelli Cauley, with Kentuckiana Regional Planning and Development Agency (KIPDA) updated the committee that enrollments have been slow and kynectors are mostly conducting renewals. KIPDA kynectors have been at the Cooperative Extension offices in 14 of the 16 counties for the last full month and also at the Louisville kynect retail location. Additionally, KIPDA held a radio show and informed listeners about the Louisville retail location.

Pat Niceley, with Community Action Kentucky (CAK), updated the committee that CAK kynectors would be at the Lexington kynect retail location. CAK reported that Region 4 was mostly QHP renewals with Regions 1 and 2 showing high levels of Medicaid enrollments. She mentioned that they have had kynectors at the Cooperative Extension offices as well but have experienced low traffic at these enrollment events.

Whitney Allen, with Kentucky Primary Care Association, updated the committee that KYPCA kynectors are staying busy and have been successful with their rural outreach campaign and plan to hold recurring events.

Jackie Engle, with the Family Health Center, updated the committee that Family Health Center has decreased their kynector staff but are considering expanded hours for Open Enrollment once they have sufficient staff in place. Ms. Engle estimated that about 70% of their enrollments have been new and that they are not experiencing as negative of an impact as once feared due to the Department of Medicaid's new bad address policy.

Ms. Engle asked about insurance agents not registered with CareSource being unable to sell CareSource plans. She expressed concern that such could limit enrollee's choices and increase bias towards other, more costly plans. Ms. Comeaux advised that kynect is in communications with the involved parties. She further explained that while Agents cannot sell CareSource plans; Agents are supposed to refer prospective enrollees to other enrollment resources should they wish to enroll in a CareSource plan.

Release 5

KOHBIE staff informed the committee that R5 should go live on December 29, 2015 and discussed the timeline for each implementation. KOHBIE staff is involved in the testing process to convert members out of the KAMES system successfully and other benefits that will be implemented using benefind. Next year, the benefind system will add long term care members and the Medicaid Waiver Management system. Committee members asked several questions

regarding the benefind system and how kynectors would access the new portal. KOHBIE staff explained that they are still working with DCBS staff to develop system access, functionality and policies for the kynectors.

Other Business

Ms. Comeaux informed members that approximately 82,000 1095-A forms will be sent out in the beginning of January. The 1095-B forms will also be mailed out this year. These forms will be mailed out in batches of 100,000.

New Business

The next meeting of the subcommittee will be determined at a later date and sent out as soon as possible.

Adjournment

The meeting was adjourned at 3 p.m.